

Volunteer/Student Induction Policy and Procedure

Introduction

Providing volunteers/students with the information, resources, and support they need, and to feel welcome is critical for individual and organisational success.

The types of student placements we offer are for:

- University students studying either Speech Pathology or Occupational Therapy.
- University, TAFE and high school students studying Early Education and Care, and Inclusive Education tertiary courses.
- High school work experience students.

Learning Links values having students as we believe strongly in:

- contributing to the ongoing training and development of future professionals
- building relationships with educational institutions and universities.
- building relationships with students who may choose to work with Learning Links in the future.

Our professionals benefit from having students as it requires them to reflect on their own clinical/professional skills and resources and provides them with leadership and teaching opportunities.

Our Induction process for volunteers/students:

- provide an outline of the requirements of their role; and
- outline the information, policies and procedures, and resources they can access.

This policy provides guidance for volunteers/students, and supervisors/managers about their volunteer/student induction obligations.

Policy


- All new volunteers/students will have a formal induction process and be provided with appropriate induction resources for their role.
- All new volunteers/students will be allocated a buddy for the first few days from joining the organisation.
- Managers, or delegate, will provide new volunteers/students with the appropriate induction resources for their role.
- On or prior to commencement volunteers/students will receive a welcome pack appropriate to their role.

Eligibility

This policy applies to all new volunteers/students and their supervisor/managers.

Definitions

| Term | Details |
|--------------------|--|
| Practicum | A course of study designed especially for the preparation of teachers and clinicians that involves the supervised practical application of previously studied theory |
| Work experience | Work experience is the short-term placement of secondary school students, generally from Years 9 and 10, with employers to provide insights into the industry and the workplace in which they are located. |
| Student Placements | Student placements give learners the opportunity to apply the theory and skills they gained while studying in a professional workplace. |
| Work Placements | Work placement is a mandatory HSC requirement for a range of HSC VET courses including the 13 ICF courses: Automotive, Business Services, Construction, Electrotechnology, Entertainment Industry, Financial Services, Hospitality, Human Services, Information and Digital Technology, Metal and Engineering, Primary Industries, Retail Services, and Tourism Travel and Events. |

| | |
|----------------------------|--|
| Youth Jobs PaTH internship | Students aged 17 to 24, on income support and have been registered with jobactive, Transition to Work or Disability Employment Services for at least six months, may be eligible to take part in a Youth Jobs PaTH internship  . This allows them to gain work experience and show an employer what they can do |
| General Internships | Internships are temporary work placements in workplaces and education institutions. Internships can be paid or unpaid depending on the industry and the length of placement and are an opportunity to gain hands-on experience in an area of study. There are several student and work visas that allow international students to intern in Australia. Many educational institutions have internship programs. |

Responsible

Responsibilities for the policy are:

| Person | Responsible for |
|-------------------|--|
| Managers | <ul style="list-style-type: none"> • Carrying out an appropriate induction for all new volunteers/students on or around the time of their commencement. The induction should include, but is not limited to: <ul style="list-style-type: none"> ➢ informing new volunteer/student about the organisation including our mission and vision; ➢ providing relevant information about the volunteer/student role, ➢ providing information about relevant organisation policies including Work, Health and Safety; ➢ introducing new volunteer/student to other volunteers/students and staff and the work environment including location of amenities; ➢ ensuring that personal records are obtained including any health needs and emergency contact details; ➢ ensuring that the new volunteer/student has acknowledged receipt of relevant policies and procedures. • Delegating the responsibility for carrying out the induction to another staff member as required and following up with the volunteer/student to ensure their induction had been completed. |
| Volunteer/Student | <ul style="list-style-type: none"> • Reading and familiarising yourself with relevant organisational information including policies and procedures that are required for your volunteer/student role and your induction. • Asking for help and not carrying out tasks without the required skills and or knowledge to do so effectively or safely. |
| HR | <ul style="list-style-type: none"> • Preparing and sending new volunteer/student packs to all new volunteers/students. • Complete relevant checks for Volunteer/ Student Placement. • Tracking the completion of induction requirements. • Working with managers to develop and update induction materials. |
| IT Services | <ul style="list-style-type: none"> • Setting up new volunteer/student IT Profile as and if required. |
| Customer Service | <ul style="list-style-type: none"> • Taking a photograph of new volunteer/student and preparing a Volunteer/student Identification Card if required. |

Related documents

HR - IND - Manager's Checklist for On Boarding a Volunteer
 HR - IND - Handbook for Provisional Psychologists and Volunteers
 HR - IND - new starter pack for Volunteer and Student Placements
 HR - IND - Volunteer Expression of Interest form
 HR - IND – Volunteer, Student Provisional Psychologist Personal Details Form
 HR - WHS - Work Health and Safety Charter
 HR - Code of Conduct Policy
 HR - IND - Work Health Safety Induction PowerPoint
 HR – IND - myInduction for Preschool Students on Work Placement

Procedure for onboarding and inducing a new volunteer

Follow the steps below to commence onboarding and induction procedures for a volunteer.

| Step | Action |
|------|---|
| 1 | Ask Volunteer to complete Volunteer Expression of Interest (HR/ Manager) |
| 2 | Prepare and send Volunteer Agreement letter to Volunteer (HR) |
| 3 | Prepare and send new starter pack (HR) |
| 4 | Complete Manager's Checklist for On Boarding a New Volunteer (Relevant Manger/Supervisor) |
| 5 | Set up induction and tracking (HR) |
| 6 | Complete onboarding and induction materials and return relevant documents to HR (New Starter) |

Procedure for onboarding and inducing Therapy students

Follow the steps below to commence onboarding and induction procedures for a Therapy student.

| Step | Action |
|------|--|
| 1 | Placement details (date, locations) organized through department manager and University |
| 2 | University allocates students and students make contact with Learning Links |
| 3 | Students complete relevant pre-reading as directed by supervisors |
| 4 | Students complete Appendix 11 paperwork (if attending a Department of Education School) and provide WWCC numbers to Learning Links |
| 5 | Students attend orientation/induction in week 1 including introduction to all sites as directed by manager/supervisor/s |
| 6 | Students read and sign Code of Conduct and any other relevant Learning Links policies as per their sites and work |
| 7 | Students complete and submit any paperwork required by the university, for example Work Health and Safety checklists |

Procedure for onboarding and inducing students in the Preschool program

Follow the steps below to commence onboarding and induction procedures for a Preschool student

| Step | Action |
|------|---|
| 1 | Receive direct contact from students, high schools and or tertiary colleges requesting placement in the preschool program including written confirmation of duration, purpose, course details and placement requirements. |

| | |
|---|---|
| 2 | Student and Preschool Manager complete placement confirmation paperwork to confirm the placement. |
| 3 | Student participates in and completes requirements of Learning Links Preschool orientation and induction (myInduction for Preschool Students) prior to commencing the placement or on the first morning with the Preschool Manager or delegate. |
| 4 | Students complete and submit any paperwork relevant to the orientation and induction procedure e.g. Code of Conduct. |

Document control

This table outlines the control details for this document.

| Element | Details |
|----------------|--|
| Document Name | Volunteer/Student Induction Policy and Procedure |
| Document Owner | Jennifer Woodrow |
| Version Number | 1.0 |
| Effective Date | 6 March 2019 |
| Review Date | 6 March 2021 |
| Authorisation | Birgitte Maibom |